

## Job Description

Job Title: Strategic Business Support Manager – Children’s, Education and Families

POSCODE:

Grade: P2

### Overall purpose of the job

This role provides leadership and coordination for the business support functions across all of Children’s Social Care and Education. The postholder will ensure the smooth running of systems and processes, deliver high quality support to colleagues and suppliers, and maintain strong governance and compliance standards. They will oversee financial administration, customer service and project work, supporting managers to meet service objectives- and improve efficiency.

The postholder will act as a strategic partner to Service Directors and Heads of Service, providing constructive challenge and practical solutions. They will contribute to directorate wide planning, transformation activity and service redesign, and will support the alignment and modernisation of Business Support across Social Care and Education. This includes leading the development of standardised remits, processes, guidance and frameworks, and championing best practice and the effective use of systems, data- and technology.

The role will also involve supporting complex and high-risk work such as business continuity planning, risk management and operational problem- solving. The postholder will represent Business Support at senior meetings, working groups and directorate forums, promoting a culture of collaboration, accountability, respect and excellence in line with our CARE values. In addition, they will lead and motivate a team of business support staff, ensuring they are well managed-, developed and equipped to deliver a responsive and professional service.

### Management of Business Support

Take responsibility for the leadership, management, and performance of a team of business support colleagues, embedding a culture of continuous improvement focused on quality, governance, and strategic alignment across Children’s Social Care.

Manage supervision, appraisal, recruitment, and development of staff, ensuring flexibility and capability to meet evolving service needs. Provide strategic advice and support to the Children's Social Care and Education Management Team on change management and transformation initiatives. Ensure effective working arrangements in relation to Accommodation, Health & Safety, Business Continuity Planning, ICT, and other corporate initiatives.

### Customer Experience

Lead the development and management of systems and processes (including education and social care asset management and helpdesk) to ensure seamless access to services and professional support when issues arise.

Drive improvements in customer service, complaints resolution, and stakeholder engagement. Oversee quality assurance, communications, and promotion of Children's Social Care and Education activities. Monitor service performance against KPIs and Service Plan objectives, reporting exceptions and recommending corrective actions. Ensure compliance with GDPR, FOI, and Health & Safety requirements, and maintain robust risk assessments and business continuity plans.

### Management of funding streams and finances

Provide strategic oversight of financial processes and governance across Children's Social Care and Education, including external funding streams, grants, and invoiced income. Support budget holders with monitoring, forecasting, and reporting, ensuring compliance with financial controls. Lead end-of-

year budget closedown and advise senior managers on financial strategy and efficiencies. Identify opportunities for cost savings and improved financial performance.

### **Project work**

Lead and support service-wide improvement projects, including digital transformation, process redesign, and strategic initiatives directed by the Head of Children's Social Care and Education. Apply project management principles to deliver outcomes on time and within budget. Develop options and prepare reports with recommendations to influence senior decision-making.

## **Main accountabilities**

1.	<p><b>Management of business support</b></p> <p>The postholder will provide leadership and operational oversight of the Business Support function across the Children's, Education and Families Directorate, including Children's Social Care and Education Operations. This involves setting the direction for the team, embedding a culture of accountability and continuous improvement, and ensuring governance and quality standards are consistently applied. They will act as a strategic partner to Service Directors and Heads of Service, providing constructive challenge and practical solutions.</p> <p>The role will assist heads of service with recruitment, performance, and development of staff, ensuring the team has the flexibility and capability to meet evolving service needs. It will also provide advice to the Children's Social Care and Education Management Teams on change and transformation initiatives, ensuring that business support processes and systems enable service objectives and mitigate risk. Effective working relationships will be maintained with corporate functions such as ICT, Finance, Procurement, and Legal to ensure alignment with organisational priorities.</p>
2.	<p><b>Customer experience</b></p> <p>The postholder will ensure that systems and processes, including the education and social care asset management system and helpdesk, are managed effectively so colleagues and suppliers receive timely and professional support. They will monitor service performance, respond to complaints, and identify areas for improvement. The role will also oversee communications and ensure that information on intranet and other platforms is accurate and up to date. Regular reporting against KPIs and service objectives will be carried out, with actions taken to address any issues.</p>
3	<p><b>Management of funding streams and finances</b></p> <p>The postholder will manage financial processes within Children's Social Care and Education, including monitoring income and expenditure, supporting budget holders, and ensuring compliance with financial regulations. They will assist with forecasting and reporting, and lead the end-of-year closedown process. The role will also look for opportunities to improve efficiency and reduce costs where possible.</p>
4	<p><b>Project Management</b></p>

	The postholder will support and lead projects that improve services and processes across Children's Social Care and Education. This includes coordinating work, managing timelines, and ensuring projects are delivered on time and within budget. They will prepare reports and recommendations to help inform decisions and make sure improvements are implemented effectively. The post holder will lead on ensuring all contracts are procured correctly with all relevant admin from Procontract added to the Council's financial system to ensure complete compliance.
5.	<b>Other Duties where required</b>  The postholder will carry out other duties as required that fall within the scope of the role, including supporting audits, inspections, and contributing to wider corporate initiatives.
6.	<b>Equality, Diversity and Inclusion.</b>  The postholder will promote equality, diversity, and inclusion in all aspects of their work, ensuring services are accessible and fair and fostering a positive and respectful working environment.

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level (Level 5 and above)	Business Management, Business Administration	Essential
Evidence of continuing professional development		Essential
Relevant Vocational qualification	Information management	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
<b>Knowledge &amp; Experience</b>	Experience of managing information / financial management systems Experience of generating performance information reports Experience of supporting a senior management team Experience of managing/supervising staff Ability to analyse complex issues and offer sound, reliable and professional advice	Essential

	<p>Experience of developing / implementing education and social care asset management systems</p> <p>Experience of effectively working in partnership with other organisations</p> <p>Knowledge/experience of financial monitoring, preparation and use of spreadsheets for reporting and administration</p> <p>Experience of identifying, designing, leading and delivering improvements in a customer service environment</p>	
	<ul style="list-style-type: none"> <li>• Knowledge of project management principles</li> <li>• Knowledge/experience of ensuring effective health and safety arrangements are in place including carrying out risk assessments, effective implementation, monitoring and improvement thereof</li> </ul>	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong commitment to public services</li> <li>• Ability to deal diplomatically with a range of people</li> <li>• Ability to manage conflicting priorities</li> <li>• Ability to plan, manage and prioritise workload in order to meet deadlines</li> <li>• Strong communications skills both written and verbal including persuading and influencing</li> <li>• Ability to work independently and as part of a team</li> <li>• Ability to work to deadlines</li> <li>• Ability to lead and motivate staff to ensure they consistently perform to their maximum potential</li> <li>• Good problem solving and decision making skills</li> <li>• Excellent interpersonal skills and a robust attitude to driving progress</li> <li>• Knowledge and experience of databases and systems development</li> <li>• Ability to analyse systems, processes and data etc. and identify options for improvement to enable efficient management decisions</li> <li>• Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Demonstration of a creative and flexible approach to work</li> <li>• Proven ability to change and to drive/implement change</li> <li>• Ability to demonstrate project management experience</li> </ul>	Desirable

#### Disclosure level

What disclosure level is required for this post?	Standard (may be required to attend childrens homes, care homes & youth/community centres)
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## Job description questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

<b>Job title:</b>	<b>Strategic Business Support Manager</b>	<b>POSCODE</b> <i>(Needed for re-evaluations)</i>	
<b>Reports to (job title):</b>	<b>Finance Manager</b>	<b>Directorate/Service:</b>	<b>Finance and Resources</b>
<b>Presenting Manager:</b>	Service Director: Children's Social Care and Education	<b>Date of evaluation:</b>	
<b>Supporting HR contact person:</b>		<b>New Post</b>	<b>Yes</b>
		<b>Re-evaluation:</b>	<b>No</b>

**Job context** At Cambridgeshire County Council, our vision is to create a greener, fairer and more caring Cambridgeshire.

We will help to achieve this vision through the provision of a high quality, system led Children's Social Care and Education Operations service, working collaboratively across the Council and with partners.

The Business Support Manager plays a critical role within Children's Social Care and Education, supporting the Head of Children's Social Care and Education Operations and wider team by ensuring robust governance, compliance, and efficient business processes. The role leads the business support function, managing systems such as the education and social care asset management system and helpdesk, overseeing financial monitoring and reporting, and ensuring customer experience standards are met. This position is pivotal in maintaining operational continuity and supporting strategic objectives across a complex estate of approximately 200 sites.

### Organisation chart (include grades)

Insert structure chart

## Communication and influencing

Contact	Nature of interpersonal skills used
Internal colleagues	Leadership, influencing, negotiation, problem-solving, promoting service improvements
Direct reports	Managing, motivating, coaching, performance management
Politicians	Advising on compliance, financial governance, and process improvements
Other Service Leads within Finance and Resources	Negotiation, managing queries, ensuring compliance
External senior leaders across the system	Providing accurate data, demonstrating compliance
Communities and Public	Influencing, informing, negotiation, managing queries, ensuring compliance
Contractors	Handling complaints, managing expectations, delivering high-quality service

## Supervision and work planning

### **What level of supervision is this post subject to?**

Regular oversight from the Service Director/Head of Service for Business Support, but significant autonomy to manage team priorities, operational processes, and day-to-day decision-making.

### **What type of priorities is the post holder able to set themselves?**

The post holder sets tactical priorities for business support operations, including workload allocation, system improvements, financial reporting schedules, and customer service enhancements. They also identify and implement process improvements and lead on service-wide projects as directed.

### **What kind of systems, procedures or 'rules' are set around the job?**

The role operates within CCC financial regulations, procurement policy, GDPR, Health & Safety law, and corporate governance frameworks. It requires adherence to internal systems such as the education and social care asset management system, helpdesk, and financial reporting tools, while interpreting policy changes and implementing improvements.

## Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

1. Resolving discrepancies in financial reports and implementing corrective actions to maintain compliance.
2. Managing system failures or data integrity issues impacting service delivery and ensuring continuity.

### **At what point does the post holder escalate a problem to a more senior employee?**

Issues affecting compliance, budget limits, or political sensitivities are escalated to the Service Director as appropriate.

## Decision making

Does the post holder make a decision based on	<b>a set process to resolve the problem</b>
	<b>a solution based on their past experience</b>
	<b>seek more information to determine the extent of the problem</b>
	use creative thinking to develop new concepts

The post holder is required to make a wide range of decisions that impact service delivery, governance, and compliance. These decisions include:

**Operational Decisions:**

Determining how to allocate resources within the business support team, prioritising workload, and resolving day-to-day issues such as system errors or customer complaints.

**Financial Decisions:**

Advising budget holders on corrective actions when variances occur, ensuring compliance with financial regulations, and recommending adjustments to forecasts and reporting schedules.

**Process and System Improvements:**

Identifying inefficiencies in workflows or data management, proposing and implementing changes to improve accuracy, speed, and customer experience.

**Compliance and Risk Management:**

Deciding on immediate actions to maintain GDPR, Health & Safety, and procurement compliance when risks are identified, including escalation where necessary.

**Strategic Input:**

Contributing to service-wide projects by developing options, preparing reports, and making recommendations that influence senior management decisions.

**Approach to Decision Making:**

Uses set processes for routine financial and procurement tasks. Applies past experience to resolve recurring issues and improve workflows. Seeks additional information for complex or ambiguous problems, consulting internal and external stakeholders as needed. Employs creative thinking to design new solutions for service improvement projects, balancing compliance with innovation.

**Freedom to act**

Please give two examples of areas that the post holder has discretion over.

- 1) Discretion over team management, prioritisation of tasks, and process improvements.
- 2) Authority to recommend and implement changes to systems and workflows within agreed frameworks.

**Impact**

Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)


**Statistical Information****Physical effort and/or strain**

None

**Working environment**

Requires travel across the county to buildings and sites of all types including out of hours for emergencies and some building/property access

**Declarations**

<b>All roles – Manager</b>	
JDQ completed by:	
By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.	
Signed:	Date:
Print name:	

<b>Re-evaluations only – Current Post Holder</b>	
Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.	
Signed:	Date:
Print name:	

HR Advisory - Prior to submitting the job to panel please provide the Hay Lines of this posts Line Manager and Direct Reports.

Job title	Hay Line			Score
	Know How	Problem Solving	Accountability	


HR Advisory - Advice given to the manager

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